

**METHOD AND APPARATUS FOR PROVIDING SECURE ASSISTANCE TO  
A COMMUNICATIONS UNIT OVER A NETWORK**

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**ABSTRACT OF THE DISCLOSURE**

A method (300) of and secure server (200) for providing secure assistance with control of a communications unit (101, 103, 105) is disclosed. The method  
10 includes receiving (303) an instruction message via a network that corresponds to  
voiced instructions from the communications unit; parsing (307) the voiced  
instructions and sending (409) the results to assistant agents having limited access to  
sensitive information or only partial access to the instructions maintains security of  
sensitive information. The assistant agents convert (411) the portions of voiced  
15 instructions to commands; and the commands are assimilated (415) in a secure server  
along with other information to provide a control message corresponding to the  
commands. The control message is sent to the communications unit, thereby securely  
assisting with the control of the communications unit.